TermsofReference(ToR)

Position Title: IT Technician
Department/Division: Technical and Engineering Department /IT Division
Reporting Line: ICT Manager
Employment Type: Full-time
Duty Station: Thimphu

I. Purpose of the Assignment

The IT Technician shall be responsible for providing technical support, troubleshooting, maintenance, and operational assistance for the organization's information technology infrastructure, ensuring reliable, secure, and efficient functioning of IT systems and services.

II. Objectives

The objectives of the IT Technician position are to:

- Ensure uninterrupted operation of IT systems, networks, and user services.
- Provide timely and effective technical support to users across the organization.
- Maintain and enhance the performance, security, and reliability of IT infrastructure.
- Support the implementation and maintenance of IT systems and projects.
- Contribute to the organization's overall operational efficiency through effective IT support services.

III. Scope of Work

The IT Technician's scope of work shall include, but not be limited to, the following areas:

1. **IT Infrastructure Support**
   - Install, configure, and maintain computer hardware, software, operating systems, networks, printers, and related IT equipment.
2. **Technical Support and Troubleshooting**
   - Provide first-and second-level technical support for hardware, software, and network-related issues, both on-site and remotely.
   - Respond to user queries and resolve technical problems in a timely and efficient manner.
3. **System Maintenance and Security**
   - Perform routine system maintenance, upgrades, patches, and backups.
   - Assist in ensuring system security, data integrity, and protection against cyber threats.
4. **IT Projects Support**
   - Assist in the planning, implementation, testing, and deployment of IT systems and projects.
5. **Monitoring and Documentation**
   - Monitor system performance and report any issues or irregularities.
   - Maintain basic documentation related to IT systems, configurations, and support activities.
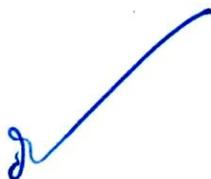
IV. Roles and Responsibilities

The IT Technician shall:

- Provide day-to-day IT support services to staff and departments.
- Trouble shoot and resolve hardware, software, and network issues promptly.
- Carry out preventive maintenance to minimize system downtime.
- Assist in system upgrades, migrations, and installations.
- Stay updated with emerging IT technologies and best practices relevant to the organization.
- Perform any other duties as assigned by the IT Manager/Supervisor within the scope of work.

V. Deliverables

The expected deliverables shall include:

- Timely resolution of IT supports requests and incidents.
- Proper functioning and maintenance of IT systems and equipment.
- Periodic status reports on IT support activities, as required.
- Updated records and documentation of IT assets and system configurations.

VI. Qualifications and Experience

The IT Technician should possess the following qualifications and experience:

- Certificate in Information Technology, Computer Science, or a related field, or equivalent relevant experience.
- Proven experience in IT support, system maintenance, and trouble shooting.
- Good knowledge of computer hardware, operating systems, software applications, and basic networking concepts.
- Familiarity with Microsoft Windows, Mac OS, Linux, and other commonly used operating systems.
- Strong analytical, trouble shooting, and problem-solving skills.
- Ability to work independently as well as collaboratively in a team environment.

VII. Working Conditions

- The IT Technician will primarily be based in an office environment; however, occasional travel to other locations may be required.
- The position may require working beyond normal office hours, including evenings or weekends, to carry out system maintenance or respond to critical IT issues.

VIII. Reporting Lines

The IT Technician shall report to the **ICT Manager** within the Technical and Engineering Department / IT Division.

IX Mandatory Documents (required to be submitted along with application)

1. Cover letter addressed to the General Manager, Corporate Services Department
2. Curriculum Vitae (CV).
3. Academic certificates and transcripts.
4. Valid Bhutanese Citizenship Identity Card.
5. Valid audit clearance certificate.
6. Valid security clearance certificate.
7. No Objection letter (if employed)
8. **Proof of Work Experience (supporting documents).**

Non-submission of any of the above documents or partial submission shall lead to rejection of the application.